

REMARKS

Claims 1-21 stand in this application. Claims 1, 7, 13 and 17 have been amended. Reconsideration and allowance of the standing claims are respectfully requested.

Claims 1-21 stand rejected under 35 U.S.C. 102(a) as being anticipated by EP 1,113, 656 (Crowther). Applicant respectfully requests reconsideration and removal of this rejection.

Claims 1-21 define over Crowther since Crowther fails to disclose all the elements of claims 1-21. Independent claims 1, 7, 13 and 17, as amended, each recite the feature of establishing classification categories for a user and communications transmissions. By way of contrast, Crowther attempts to queue incoming media requests into skillsets by a multimedia queuing manager. Each skillset comprises a set of criteria independent of the agents assigned to each skillset. This is because Crowther attempts to focus on providing multiple agents for each skillset, thereby presumably decreasing queue wait times. Claims 1-21, however, establish classification categories based upon a user's requirements. This may be helpful, for example, when prioritizing communications to a given user. Although Crowther discusses the possibility of prioritization, it is always in the context of a skillset, and not for a particular user.

For at least the above reasons, Applicant submits that claims 1-21 recite novel features not shown by the cited reference. Further, Applicant submits that the above-recited novel features provide new and unexpected results not recognized by the cited reference. Accordingly, Applicant submits that the claims are not anticipated in view of

Appl. No. 10/072,468
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Reply to Office Action of 12/10/03

the cited reference. Removal of the rejection for claims 1-21 is therefore respectfully requested.

It is believed that claims 1-21 are in allowable form. Accordingly, a timely Notice of Allowance to this effect is earnestly solicited.

The Examiner is invited to contact the undersigned at 724-933-3387 to discuss any matter concerning this application.

The Office is hereby authorized to charge any additional fees or credit any overpayments under 37 C.F.R. § 1.16 or § 1.17 to Deposit Account No. 02-2666.

Respectfully submitted,

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John F. Kadinsky, Reg. No. 40,040
Under 37 CFR 1.34(a)

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Deborah Higham

4/12/04
Date

Dated: 4/12/04

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